**Message: Re: Database Questions**

## Re: Database Questions

| | | | |
|---|---|---|---|
| **From** | Kraft, Emily | **Date** | Monday, March 6, 2017 12:49 PM |
| **To** | Kristen M. Setterlund, MSW, LCSW | | |
| **Cc** | | | |

**image001.png** (3 Kb HTML) **image021.jpg** (3 Kb HTML) **image022.jpg** (1 Kb HTML) **image023.png** (2 Kb HTML) **image024.png** (3 Kb HTML) **image025.png** (2 Kb HTML) **image026.gif** (4 Kb HTML) **image027.jpg** (1 Kb HTML) **image028.jpg** (1 Kb HTML) **image029.jpg** (10 Kb HTML) **image002.jpg** (3 Kb HTML) **image003.jpg** (1 Kb HTML) **image004.png** (2 Kb HTML) **image005.png** (3 Kb HTML) **image006.png** (2 Kb HTML)

Pretty much most of that I can get from the monthly report you fill out for your clients, so it would be pretty redundant of me to require you to send it again.

I'm currently working on an ad-how report that shows a client's due date, the actual birth date as shown on the Birthing Outcome, and the discharge date, so assuming I get it worked out properly, that should give you a good idea of who is missing what forms and when they need to be discharged.

Sent from my iPhone

On Mar 6, 2017, at 12:41 PM, Kristen M. Setterlund, MSW, LCSW <KristenS@LFCS.org> wrote:

> Hi Emily,
> Just to make sure I'm telling my subs correctly, we don't need to send you a report answering these questions from the RFP each month? If we don't need to send this to you, then we are good without the report. I think the only report that might be helpful in the future is to run a list of active clients by worker or subcontractor so that we can stay on top of discharging them in the system.
> Thanks,
> Kristen

| |
|---|
| Number of clients enrolled |
| Number of clients engaged in job training and placement or educational services through the Alternatives to Abortion program |
| Number of fathers who participated in Alternatives to Abortion case management sessions, prenatal and parenting skills courses, or responsible paternity services during the time of the client's eligibility |
| Number of prenatal skills and parenting education classes held |
| Number of clients who attended prenatal skills and parenting education classes |
| Number of case management hours provided |

| | |
|---|---|
| Number of clients who participated in case management services |
| Any additional information as may be required by the state. |

**Kristen M. Setterlund, MSW, LCSW**
**Program Manager**
**Lutheran Family and Children's Services of Missouri**

9666 Olive Boulevard
Suite 400 | St. Louis , MO 63132
Direct: 314-754-2740 | Fax: 314-292-8519 | Mobile: 314-281-1121
| Toll Free: 1-866-326-LFCS (5327)
KristenS@LFCS.org | www.lfcsmo.org

---

**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
**Sent:** Monday, March 06, 2017 12:27 PM
**To:** Kristen M. Setterlund, MSW, LCSW
**Subject:** RE: Database Questions

Hi Kristen - You only answer yes if you provide the service. Talking about educational opportunities or job training counts as part of case management services. If you actually paid for a client's class or books, or hosted a job training class at your facility that the client attended, that would be job training/educational services.

Other than entering the client monthly forms into the system, you do not need to send any additional client service reports to me every month Speaking of monthly forms… it appears that two of your clients, ([redacted] already have March monthly forms entered, when they shouldn't until April. It appears that both clients are assigned to Marianne Brachman, so it may be worth reminding her that she should not be entering monthly client forms for a month until that month is actually over.

As for building primitive ad-hoc reports, I can do that (although I think breaking out by sub would be a challenge for me), but there doesn't seem to be much a point in doing so if the only reason you need it is because you think you need to send it back to me.

---

**From:** Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]
**Sent:** Monday, March 06, 2017 11:57 AM
**To:** Kraft, Emily
**Subject:** RE: Database Questions

Hi Emily,
Thanks for the answers to the questions below. We all have PCs at my agency and have continued to use Internet Explorer to get into the database, as that is the browser that worked with the old system. If it's better to use Google Chrome, we can though.

Regarding reports, the top priority for us is a report to run totals of clients served and the data entered into the monthly reporting form so we can use the database to complete our reports to you each month. This includes number who participated in case management, job training or educational services and prenatal classes. As I am typing that, I thought of another question. For job training and educational services, should we be making yes on the monthly reporting form if we discuss those things with clients or if we provide payment for services?
Thanks,
Kristen

**Kristen M. Setterlund, MSW, LCSW**
**Program Manager**
**Lutheran Family and Children's Services of Missouri**

9666 Olive Boulevard
Suite 400 | St. Louis , MO 63132
Direct: 314-754-2740 | Fax: 314-292-8519 | Mobile: 314-281-1121
| Toll Free: 1-866-326-LFCS (5327)
KristenS@LFCS.org | www.lfcsmo.org

---

**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
**Sent:** Friday, March 03, 2017 2:18 PM
**To:** Kristen M. Setterlund, MSW, LCSW
**Subject:** RE: Database Questions

Hi Kristen –

See answers in red below.

---

**From:** Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]
**Sent:** Friday, March 03, 2017 1:58 PM
**To:** Kraft, Emily
**Subject:** Database Questions

Hi Emily,
We had a few more questions that have come up and wanted to make sure we are handling things correctly.

<!--[if !supportLists]-->1. <!--[endif]-->Income verification on birthing outcome – since our many of our clients are on maternity leave but are not paid, should we include their anticipated income or their income at the time of the child's birth, which will often be zero? The income portion of the birthing outcome serves as an eligibility determination checkpoint for the program, so if you put zero down for a client on unpaid maternity leave who will actually have an income in a few weeks that could exceed the eligibility limit, it would end up saying she is eligible when she is not. Therefore, if a client was previously working prior to going on maternity leave, enter the income that she had prior to going on her maternity leave and that expects to have when she returns to work. If she was not working

prior to going on maternity leave and is still not working or does not anticipate going back to her job, I would put zero.

<!--[if !supportLists]-->2. <!--[endif]-->We have come across three clients that do not have a middle name on their birth certificate. Since we have to have a middle name to enter them, should we put N/A in that box? If a client does not have a middle name, put something obviously intentional in there, like “No Middle Name” that way if for some reason we have to look into that client for whatever reason, we’re not looking for a client based off of information that appears correct but is actually incorrect.

<!--[if !supportLists]-->3. <!--[endif]-->Under living arrangements, we have some clients who lives with extended family members. None of the options seem to fit for that situation. Would it be possible to add that or should we mark “Lives alone” because the other options do not apply? Also, homeless was included in the past. We can mark “lives alone” if needed, but wanted to see if it would be better to add that too. I can request that ITSD add those options. For the time being, use “lives alone” for homeless and “lives with friends” for extended family members.

<!--[if !supportLists]-->4. <!--[endif]-->How should we record if a client was biracial? In the past, we could select multiple races, but now we can only select one. If they could change it to select two or add “biracial,” that would be great. Great suggestions. I can talk to ITSD about this as well, however, I have a sneaking suspicion that changing the race field from a single selection to a multiple selection may be difficult. “Biracial” may be easier.

Also, we are still having issues with the database kicking us out while entering an intake. In the middle of entering, it goes back to the main page and makes you start over. We can’t figure out what is causing it to happen, but wanted I wanted to give you an update in case ITSD has been working on it. Also, one other question my subcontractors have been asking me. Is there a time frame on when reports will be available in the database? I know you said the focus had been on getting it up and running, but wasn’t sure if that was something we could anticipate in the next couple months or further down the road. I know ITSD is currently trying to figure out what the issue is with the system doing weird things on the intake form. Are you using a PC or Mac?

As for the reports, last I heard, this was something they would be building “as they have time.” However, I know that ITSD is always very busy, so I don’t know what the actual timeframe is on that. I also know that they have been bombarded with emails from me about various user issues with the database launch, so I know that’s adding to their workload. What kind of reports are you needing the most? I can at least communicate what reports I’d need before others, or possibly even be able to run primitive reports myself in the meantime if I can get access to the back end of the database.

Thanks,
Kristen

***Kristen M. Setterlund, MSW, LCSW***
***Program Manager***
***Lutheran Family and Children's Services of Missouri***
9666 Olive Boulevard
Suite 400
St. Louis, MO 63132
Direct: 314-754-2740

Fax: 314-292-8519
Mobile: 314-281-1121
Toll Free: 1-866-326-LFCS (5327)
KristenS@LFCS.org
www.lfcsmo.org